



ILLINOIS

George H. Ryan, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Michael S. Schwartz, Director

## MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *F.C.*  
Bureau of Communications and Computer Services

DATE: September 19, 2001

SUBJECT: Voice Order Training in Chicago and Springfield

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The Division of Telecommunications will be conducting voice order training sessions in Chicago and Springfield on the following dates and times:

**Basic Training**  
Wednesday, October 3, 2001  
9 a.m. - 11 a.m.  
Capital City Center  
130 W. Mason  
Springfield, IL

**Advanced Training**  
Wednesday, October 17, 2001  
9 a.m. - 11 a.m.  
Capital City Center  
130 W. Mason  
Springfield, IL

**Basic Training**  
Wednesday, October 10, 2001  
1 p.m. - 3 p.m.  
2<sup>nd</sup> Floor Training Center  
James R. Thompson Center  
100 West Randolph Street, Chicago

**Advanced Training**  
Thursday, October 11, 2001  
9 a.m. - 11 a.m.  
2<sup>nd</sup> Floor Training Center  
James R. Thompson Center  
100 West Randolph Street, Chicago

The training sessions will instruct coordinators on the completion of a Telecommunications Service Request (TSR) and will also provide guidance on using the Management of Network Income Expense Services (MONIES) system to check the status of voice orders and bills. Additionally, each session will review the following content:

- Voice order processing structure and contacts
- Detailed listing of equipment types and catalog codes
- MONIES inventory module
- MONIES billing module
- AU module
- Orders module
- Telephone units

Please note that all registrants must have their own RACF ID and MONIES ID and should have previously accessed MONIES from their office. If you need to establish RACF ID's, contact your agency data processing coordinator. If you need to establish a MONIES password or need assistance with connectivity, please contact Dana Funk, MONIES Administrator, at (217) 785-1930, two weeks in advance of your class.

Please enroll one week in advance of your selected class by contacting Ellen Moss at (217) 782-9505 or e-mail at [ellen\\_moss@cms.state.il.us](mailto:ellen_moss@cms.state.il.us).